

PREAMBLE

One of the important functions of the Bank is to accept deposits from the public for the purpose of lending. In fact, depositors are the major stakeholders of the Banking System. The depositors and their interests form the key area of the regulatory framework for banking in India and this has been enshrined in the Banking Regulation Act, 1949. The Reserve Bank of India is empowered to issue directives / advices on interest rates on deposits and other aspects regarding conduct of deposit accounts from time to time. With liberalization in the financial system and deregulation of interest rates, banks are now free to formulate deposit products within the broad guidelines issued by RBI.

This policy document on deposits outlines the guiding principles in respect of formulation of various deposit products offered by the Bank and terms and conditions governing the conduct of the account. The document recognizes the rights of depositors and aims at dissemination of information with regard to various aspects of acceptance of deposits from the members of the public, conduct and operations of various deposits accounts, payment of interest on various deposit accounts, closure of deposit accounts, method of disposal of deposits of deceased depositors, etc., for the benefit of customers. It is expected that this document will impart greater transparency in dealing with the individual customers and create awareness among customers of their rights. The ultimate objective is that the customer will get services they are rightfully entitled to receive without demand.

While adopting this policy, the bank reiterates its commitments to individual customers outlined in the Code of Bank's Commitment to Customers adopted by banks. This document is a broad framework under which the rights of common depositors are recognized. Detailed operational instructions on various deposit schemes and related services will be issued from time to time

TYPES OF DEPOSIT ACCOUNTS:

While various deposit products offered by the Bank are assigned different names. The deposit products can be categorized broadly into the following types. Definition of major deposits schemes are as under:

"Savings deposits" means a form of demand deposit. The bank does not restrict the number of withdrawals & amounts of withdrawals during any specified period. The bank will give the notice to the depositor, if such restrictions are introduced in future.

"Term deposit" means a deposit received by the Bank for a fixed period withdrawable only after the expiry of the fixed period and include deposits such as Fixed Deposits etc.

"Current Account" means a form of demand deposit wherefrom withdrawals are allowed any number of times depending upon the balance in the account or up to a particular agreed amount and will also include other deposit accounts which are neither Savings Deposit nor Term Deposit.

"Bulk Deposit" refers to Single Rupee term deposits of Rupees three crore and above. In case of foreign currency deposits, "Bulk Deposit" refers to Single USD 350,000 / GBP 300,000 / EUR 300,000 and above or as defined by the Reserve Bank of India from time to time.

"Callable Deposits" will be those bulk deposits, where Premature closure of the Deposit shall be permissible at the sole discretion of the Bank, post payment of the applicable break cost / penalty.

"Non-Callable Deposits" means Premature closure of the Deposit is not permissible unless specifically approved by the Bank under exceptional cases.

Bank will be offering both Callable and Non-Callable Deposits and may offer differential Interest Rates between Callable and Non-Callable Deposits at their discretion.

The schedule of interest rates for 'carded' and 'bulk deposit' will be disclosed in advance by the bank. Bank will display this rate card on its website.

ACCOUNT OPENING AND OPERATION OF DEPOSIT ACCOUNTS

The Bank before opening any deposit account will carry out due diligence as required under "Know Your Customer" (KYC) guidelines issued by RBI and Prevention of Money Laundering Act and/or such other norms or as per the Customer Acceptance Policy of the Bank .If the decision to open an account of a prospective depositor requires clearance at a higher level, reasons for any delay in opening of the account will be informed to him and the final decision of the Bank will be conveyed at the earliest to the customer.

The bank is committed to provide basic banking services to disadvantaged sections of the society. Banking services will be offered to them through Basic Savings Bank Deposit Accounts (BSBDA) and Small Savings accounts will be opened with relaxed customer acceptance norms as per regulatory guidelines.

The account opening forms and other material would be provided to the prospective depositor by the Bank. The same will contain details of information to be furnished and documents to be produced for verification and or for record, it is expected of the Bank official opening the account, to explain the procedural formalities and provide necessary clarifications sought by the prospective depositor when he approaches for opening a deposit account.

Customer also can avail other banking product services offered by bank from time to time like-

Debit card- Barclays Bank may issue Debit cards to customers having Saving Bank/Current Accounts. Banks may charge on debit card transactions within stipulated benchmark as per regulatory guidelines. We do not offer co-branded debit cards.

To limit risk of fraudulent transactions through debit cards the Bank shall impose transactional limits on debit cards. These limits shall be imposed at different levels for different card categories. The Bank through it's Business / product heads may also increase or decrease these limits basis specific customer requests and Bank's risk assessment for specific cards or for a particular class of cards. Any change in limits shall be communicated to customers.

The regulatory guidelines require banks to categorize customers based on risk perception and prepare profiles of customers for the purpose of transaction monitoring. Inability or unwillingness of a prospective customer to provide necessary information/details could result in the bank not opening an account.

Inability of an existing customer to furnish details required by the bank to fulfill statutory obligations could also result in closure of the account after due notice(s) is provided to the customer.

For deposit products like Savings Bank Account and Current Deposit Account, the Bank will normally stipulate certain minimum balances to be maintained as part of terms and conditions

governing operation of such accounts. Failure to maintain minimum balance in the account will attract levy of charges as specified by the Bank from time to time.

In the event of a default in maintenance of minimum balance/average minimum balance as per the schedule of charges, the bank shall notify the customer clearly by SMS/ email/ letter etc. that in the event of the minimum balance not being restored in the account within a month from the date of notice, Average Quarterly Balance maintenance (AQB) charges will be applicable as per the applicable schedule of charges.

In case the minimum balance is not restored within a month from the date of notice AQB charges shall be recovered. Intimation of recovery shall be communicated to the customer by SMS/email/ letter or through the statement of account for the quarter.

The AQB charges shall be charged every quarter on a proportionate basis to the extent of amount of difference between the actual average balance maintained and the minimum balance required as per the schedule of charges.

Actual average Balance maintained for an account shall be calculated as arithmetic average of each day's balance (positive or negative) and would include working days and holidays.

To ensure reasonability the bank shall fix a maximum limit of AQB charge that may be charged per quarter for a particular account product.

While levying AQB charges the Bank shall ensure that the balance in the savings account does not turn into negative balance solely on account of levy of charges for non-maintenance of minimum balance.

Taxes as applicable shall also be charged from the customer.

Any changes in the AQB required to be maintained and the charges shall be communicated to the customers through updation of the schedule of charges on the website and through the branches. One month's notice shall be given to customers wherever the AQB requirement or charges are being increased.

For Saving Bank Account the Bank may also place restrictions on number of transactions, cash withdrawals, etc., for given period. Similarly, the Bank may specify charges for issue of cheques books, additional statement of accounts, duplicate passbook, etc. All such details, regarding terms and conditions for operation of the accounts and schedule of charges for various services provided will be communicated to the prospective depositor while opening the account. Any changes in the schedule of charge or the terms and conditions are communicated to customers in advance along with statement of account (respectively for current account & savings account) sent by courier or through any other communication mode in line with RBI guidelines.

Savings Bank Accounts can be opened for eligible person / persons and certain organizations / agencies (as advised by Reserve Bank of India (RBI) from time to time).

Current Accounts can be opened by Individuals / Proprietors/ partnership firms / Private and Public Limited Companies / HUFs / Specified Associates / Societies / Trusts, Financial Institutions/

Departments of Authority created by Government (Central or State), Limited Liability Partnership etc. as permitted by Reserve Bank of India

Term Deposits Accounts can be opened by individuals (including NRIs) / Proprietors/partnership firms / Private and Public Limited Companies / HUFs/ Specified Associates / Societies / Trusts, Financial Institutions// Departments of Authority created by Government (Central or State), Limited Liability Partnership etc.

The due diligence process, while opening a deposit account will involve satisfying about the identity of the person / Entity / verification of address, satisfying about his occupation / business and source of income.

In addition to the due diligence requirements, under KYC norms the Bank is required by law to obtain Permanent Account Number (PAN), alternatively declaration in Form No. 60 or 61 or any other documents as specified under the Income Tax Act / Rules or Aadhar Card as per RBI regulations.

Deposit accounts can be opened by an individual in his own name (status: known as account in single name) or by more than one individual in their own names (status: known as Joint Account). Savings Bank Account can also be opened by a minor jointly with natural guardian or with mother as the guardian (Status : known as Minor's Account).

Operation of Joint Account - The Joint Account opened by more than one individual can be operated by single individual or by more than one individual jointly (Jointly by all/ Either of Survivor/ Anyone or Survivor). Operating instructions of this nature are obtained from the customer at the time of account opening or at a later date with due consent of all the account holders. The natural guardian only can operate the Savings Bank Account opened by minor jointly with natural guardian.

The joint account holders can give any of the following mandates for the disposal of balance in the above accounts:

Either or Survivor: If the account is held by two individuals say, A & B, the final balance along with interest, if applicable, will be paid to survivor on death of anyone of the account holders.

Anyone or Survivor/s : If the account is held by more than two individuals say, A, B and C, the final balance along with interest, if applicable, will be paid to the survivor on death of any of the two account holders. On the death of any one of account holder say A, the final balance along with interest if applicable, will be paid to any two of the surviving accountholders i.e. B or C. On the death of any two of account holder say A and B, the final balance along with interest if applicable, will be paid to surviving accountholder i.e. C.

The above mandates will be applicable to or become operational only on or after the date of maturity of term deposits. This mandate can be modified by the consent of all the account holders. Now if the joint depositors prefer premature withdrawal of deposits in accordance with the mandate of 'Either or Survivor', 'Anyone or Survivor' or 'Former or Survivor', bank may allow premature withdrawal of term deposits to the surviving depositor/s without seeking concurrence of legal heirs of the deceased deposit holder, provided all the depositors have given a specific joint mandate for the said purpose at the time of opening the account or any time subsequently during the tenure of the deposit.

At the request of the depositor, the bank will register mandate/power of attorney given by him authorizing another person to operate the account on his behalf.

At the request of the depositor, the Bank will register mandate / power of attorney given by him authorizing another person to operate the account on his behalf.

The term deposit account holders at the time of placing their deposits can give instructions with regard to closure of deposit account or renewal of deposit for further period on the date of maturity. In absence of such mandate, the Bank auto renews the fixed deposit for the same tenure as that of the original term deposit. In case, the customer wishes to make changes in the tenure or wants premature proceeds of the term deposit, The penalty on premature closure of Term Deposits has been fixed by the Bank at the rate of 1% or as pre communicated by the Bank to its customers. Encashment of the Deposit of INR 3 Crore and above prior to the Maturity Date is at the discretion of the Bank. In the event of premature closure, interest shall be paid at the rate applicable to the amount and period for which the deposit remained with the bank as applicable at the time of contract, minus penalty. Penal provisions for premature closure are subject to change from time to time and may also vary among Deposit schemes. The bank reserves right to waive penal interest and charges as per its discretion.

Nomination facility is available on all deposit accounts opened by the individuals. Nomination is also available to a sole proprietary concern account. Nomination can be made in favour of one individual only. Nomination so made can be cancelled or changed by the account holder/s any time. In case of Thumb impression ,while making nomination, cancellation or change thereof, it is required to be witnessed by a third party. Nomination can be modified by the consent of account holder/s. Nomination can be made in favour of a minor also. In such cases at the time of making nomination, depositor has to give a name of person (called appointee) who is a major and will receive the amount of deposit on behalf of the nominee in the event of death of the account holder during the minority of the nominee.

Bank recommends that all depositors avail nomination facility. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account. In case depositor opts to open account without availing the nomination facility, a separate declaration needs to be signed by the depositor.

A statement of account will be provided by the Bank to Savings Bank as well as Current Deposit Account holders periodically as per terms and conditions of opening of the account. Alternatively, the Bank may issue a Passbook to these account holders.

The Current/Saving accounts may be transferred to any other branch of the Bank at the request of the depositor. The operations in Term Deposit account can be done at any of our Banks branches.

Extension of Alternate Delivery Channels to Savings Bank & Current Deposit account holders

The bank offers choice of electronic channels to customers for conducting their banking transactions. The choice of electronic channels includes ATM, Internet banking . Wherever such electronic facilities are offered as a part of the basic account/product, bank will obtain specific consent of the customers after explaining the risk associated for availing the facility.

INTEREST PAYMENTS

Interest shall be paid on saving account at the rate specified by Reserve Bank of India or as fixed by the Bank from time to time.

However, the Bank within the general guidelines issued by the Reserve Bank of India from time to time, decides term deposit interest rates. In terms of Reserve Bank of India directives, interest shall be calculated at quarterly intervals on term deposits and paid at the rate decided by the Bank depending upon the period of deposits. The interest on term deposits is calculated by the Bank in accordance with the formula and conventions advised by Indian Banks' Association. The rates shall be uniform across all branches and for all customers and there shall be no discrimination in the matter of interest paid on the deposits, between one deposit and another of similar amount and tenure, accepted on the same date, at any of its offices. The rates shall not be subject to negotiation between the depositors and the bank. However differential interest rate may be offered only on bulk deposits. Payment of the principal amount of the Deposit and the interest thereon will be made to the Depositor on the Deposit Maturity and Payment Date only (and if that day is a bank holiday, payment will be made on the next banking business day). Bank shall pay interest at the originally contracted rate and as specified on the Deposit Advice, on the original principal deposit amount for the bank holiday, intervening between the date of the maturity of the specified term of the Deposit and the date of payment of the proceeds of the Deposit on the succeeding working day and at the rate stated in the Deposit Advice.

Any change in instructions, including encashment instructions should be notified in writing and received by the Bank five working days prior to the Maturity Date. The Retail deposit rates are prominently displayed in the branch premises. The interest rates are also displayed on the bank's official website and at our branches. Changes, if any, with regard to the deposit schemes and other related services will also be communicated upfront to the customer and shall be prominently displayed on our website and branches.

The Bank has statutory obligation to deduct tax at source if the total interest accrued/ payable on all term deposits held by a person exceeds the amount specified under the Income Tax Act. The Bank will issue a tax deduction certificate (TDS Certificate) for the amount of tax deducted. The depositor, if entitled to exemption from TDS can submit declaration in the prescribed format at the beginning of every financial year. The said declaration is required to be submitted by the depositor for each of the deposit placed with the bank at the time of opening of such accounts to avail the said exemption.

Finance Act, 2021 has introduced, as per Section 206 AB of the Income Tax Act 1961, with effect from 1st July 2021, a person shall be subject to a higher TDS rate, if they have not filed Income Tax returns for the last two years and have received an aggregate TDS/TCS credit of Rs. 50,000 or more in each of the two years.

Interest Payments on deposits placed by NRIs will be in line with RBI guidelines e.g. no interest paid on FCNR and NRE Deposit for less than one year.

MINOR'S ACCOUNTS

A guardian of a minor can open an account with the Bank jointly with such minor ward. The guardian should be the father or mother of the minor or a person appointed as guardian of the minor by a competent Court. A bank account opened by the guardian jointly with the minor can be operated only by the guardian provided that if the minor has attained the age of 10 years or more, the minor can operate the bank account independently at the election by the guardian.

On attaining majority, the erstwhile minor should confirm the balance in his/her account and if the account is operated by the natural guardian / guardian, fresh specimen signature & the photograph of erstwhile minor duly verified by the natural guardian would be obtained and kept on record for all operational purposes. Cheques issued by the guardian prior to the date of minor attaining majority but presented after the minor attains majority would require confirmation from the minor.

ACCOUNT OF ILLITERATE PERSONS

The bank may at its discretion open deposit accounts other than Current Accounts of an illiterate person. The account of such person may be opened provided he/she calls on the Bank personally along with a witness who is known to both the depositor and the Bank. Normally, no cheque book facility is provided for such Savings Bank Account. At the time of withdrawal/repayment of deposit amount and/or interest, the account holder should affix his / her thumb impression or mark in the presence of the authorized officer who should verify the identity of the person. The Bank will explain the need for proper care and safe keeping of the passbook etc. given to the account holder. The bank official shall explain the terms and conditions governing the account to the illiterate person.

ACCOUNT OF DIFFERENTLY ABLED AND VISUALLY CHALLENGED PERSONS

Bank will facilitate opening of Saving Bank accounts as well as Term Deposit accounts of persons with physical and/or visual impairment. Such accounts will be operated by the accountholder personally. Cheque book facility will be made available. Such accountholders will have to be present before the branch official and affix thumb impression or any other mark and they will be identified through their photograph to facilitate operations.

ACCOUNT OF PERSONS WITH AUTISM, CEREBRAL PALSY, MENTAL RETARDATION & MULTIPLE DISABILITIES

Savings bank and term deposits can also be opened in the name of persons with autism, cerebral palsy, mental retardation and multiple disabilities by the legal guardian appointed by the District Court under Mental Health Act, 1987 or by the Local Level Committees set up under the National Trust for welfare of persons with autism, cerebral palsy, mental retardation and multiple disabilities under Disabilities Act, 1999. Legal guardian, so appointed, will furnish an indemnity-cum-undertaking bond duly stamped as per the local law in force along with Guardianship Certificate.

ADDITION OR DELETION OF THE NAME/S OF JOINT ACCOUNT HOLDERS

The bank may at the request of all the joint account holders allow addition or deletion of name/s of joint account holder/s if the circumstances so warrant or allow an individual depositor to add the name of another person as a joint account holder.

CUSTOMER INFORMATION

The customer information collected from the customers shall not be used for cross selling of services or products by the Bank, their subsidiaries and affiliates. If the Bank proposes to use such information, it will be strictly with the consent of the account holder, obtained at the time of account opening or subsequently.

SECURITY OF CUSTOMER'S ACCOUNTS

The Bank shall not disclose details / particulars of the customer's account to a third person or party without the expressed or implied consent from the customer. However, there are some exceptions, viz. disclosure of information under compulsion of law, where there is a duty to public to disclose and where interest of the Bank requires disclosure.

PREMATURE WITHDRAWAL OF TERM DEPOSIT

The Bank on request from the depositor, at its discretion, may allow withdrawal/ encashment of the Deposit prior to the Maturity Date of the term deposit before completion of the period of the deposit agreed upon at the time of placing the deposit.

The Bank shall make depositors aware of the applicable rate along with the deposit rate. The penalty on premature closure of Term Deposits has been fixed by the Bank at the rate of 1% or as pre communicated by the Bank to its customers. Encashment of the Deposit of INR 3 Crore and above prior to the Maturity Date is at the discretion of the Bank.

In the event of premature closure, interest shall be paid at the rate applicable to the amount and period for which the deposit remained with the bank as applicable at the time of contract, minus penalty. Penal provisions for premature closure are subject to change from time to time and may also vary among Deposit schemes. Any change in instructions, including encashment instructions should be notified in writing and received by the Bank five working days prior to the Maturity Date. The bank reserves right to waive penal interest and charges as per its discretion.

The Bank may offer Non-Callable Deposits wherein premature closure of the Deposit is not permissible unless specifically approved by the Bank under exceptional cases. These deposits will be offered only for deposits of INR three crore or more.

PREMATURE RENEWAL OF TERM DEPOSIT

While prematurely closing a deposit for the purpose of renewal, interest on the deposit for the period it has remained with the bank will be paid at the rate applicable to the period for which the deposit remained with the bank and not at the contracted rate. 1 % premature withdrawal penalty or as communicated by the Bank to the customer is applicable. Also in case of premature withdrawal, the interest rate would be rate on the date the deposit creation applicable to the tenure for which the deposit has run less penal interest

In case of any customer instruction is received for renewal of the term deposit before the maturity date, then the deposit will be renewed for the tenure as specified by the depositor and the rate of interest would be applicable for the tenure at the time of maturity of the term deposit.

RENEWAL OF OVERDUE TERM DEPOSITS

When a term deposit is renewed on maturity, on renewed deposit, interest rate for the period specified by the depositor as applicable on the date of maturity would be applied subject to such instruction received by the bank. If request for renewal is received after the date of maturity, such overdue deposits will be renewed with effect from the date of maturity at interest rate applicable as on the due date, provided such request is received within 14 days from the date of maturity

In respect of overdue deposits renewed after 14 days from the date of maturity, interest for the overdue period shall attract rate of interest as applicable to savings deposits or as decided by the bank.

In case a Term Deposit (TD) matures and proceeds are unpaid, the amount left unclaimed with the bank shall attract rate of interest as applicable to savings account or the contracted rate of interest on the matured TD, whichever is lower.

SETTLEMENT OF DUES IN DECEASED DEPOSIT ACCOUNT

If the depositor has registered nomination with the Bank; - the balance outstanding in the account of the deceased depositor will be transferred to the account of / paid to the nominee after the Bank satisfies about the identity of the nominee, etc.

The above procedure will be followed even in respect of a joint account where nomination is registered with the Bank.

In a joint deposit account, when one of the joint account holders dies, the Bank is required to make payment jointly to the legal heirs of the deceased person and the surviving depositor(s). However, if the joint account holders had given mandate for disposal of the balance in the account in the forms such as "either or survivor, former/latter or survivor, anyone of survivors or survivor; etc., the payment will be made as per the mandate to avoid delays in production of legal papers by the heirs of the deceased.

In the absence of nomination and when there are no disputes among the claimants, the Bank may pay the amount outstanding in the account of deceased person against joint application and indemnity by all legal heirs or the person mandated by the legal heirs to receive the payment on their behalf without insisting on legal documents up to the limit approved by the bank's board. This is to ensure that the common depositors are not put hardship on account of delays in completing legal formalities

INTEREST PAYABLE ON TERM DEPOSIT IN DECEASED ACCOUNT

In the event of death of the depositor before the date of maturity of deposit and amount of the deposit is claimed after the date of maturity, the Bank shall pay interest at the contracted rate till the date of maturity. From the date of maturity to the date of payment, the Bank shall pay simple interest at the applicable rate obtaining on the date of maturity, for the period for which the deposit remained with the Bank beyond the date of maturity; as per the Bank's policy in this regard.

However, in the case of death of the depositor after the date of maturity of the deposit, the bank shall pay interest at savings deposit rate obtaining on the date of maturity from the date of maturity till the date of payment.

INSURANCE COVER FOR DEPOSITS

All bank deposits are covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) subject to certain limits and conditions. The insurance coverage is upto a maximum of Rs 5 lac deposit held by the customer in the same capacity and right in all branches of a bank. Deposits in the name of banks, central and state governments (including quasi government bodies, local autonomous bodies, and government cooperation) and foreign government are not covered under the scheme. The details of the insurance cover in force will be made available to the depositor through our branches and on the passbooks.

STOPPAYMENTFACILITY

The Bank will accept stop payment instruction from the depositors in respect of cheques issued by them. Charges, as specified, will be recovered.

DORMANTACCOUNTS

As per extant Reserve Bank of India (RBI) guidelines, an account would be treated as inoperative / dormant if there are no transactions in the account for over a period of two years. Operation in such inoperative accounts would be allowed after obtaining the revised KYC documents as per the extant guidelines of the Bank. However, it will be ensured that the customer is not inconvenienced in any manner as a result of extra care taken. Such Dormant accounts would be transferred to a separate account status in the interest of the depositor and the Bank. A deposit would be treated as unclaimed if it is inoperative for 10 years or more.

Names of the account holder(s) and his/her address in respect of unclaimed deposits/inoperative accounts shall be displayed on the website of the bank. In case such accounts are not in the name of individuals, the names of individuals authorized to operate the accounts should also be indicated. The account number, its type and the name of the branch shall not be disclosed on the bank's website. Bank will provide a "Find" option to enable the public to search the list of accounts by name of the account holder.

No charges would be levied by the Bank for migrating an account from Dormant /unclaimed to Operative status.

SAFEDEPOSITLOCKERS

We do not offer safe deposit lockers

REDRESSALOF COMPLAINTSANDGRIEVANCES

Depositors having any complaint / grievance with regard to services rendered by the Bank has a right to approach authority (ies) designated by the Bank for handling customer complaint / grievances. The details of the internal set up for redressal of complaints / grievances will be displayed in the branch premises. The branch officials shall provide all required information regarding procedure for lodging the complaint. In case the depositor does not get response from the Bank within 1 month from date of complaint or he is not satisfied with the response received from the Bank, he has a right to approach Banking Ombudsman appointed by the Reserve Bank of India. The bank also has a complaint redressal Cell at the corporate office and the customer can send their complaints through the means published in the grievance redressal policy.

SCHEDULE OF CHARGES / TERMS & CONDITIONS

Any changes in the Schedule of charges or the terms and conditions for various services provided by the bank shall be reviewed and approved by the concerned business / product head on a periodic basis as per business requirements.

Any changes in the Schedule of Charges shall be communicated to customers through updation of the schedule of charges on the website and the branches. One month's notice shall be given to customers wherever the AQB requirement or charges are being increased.

Taxes as applicable shall also be charged.

This policy is subject to revision based on the RBI/IBA guidelines issued from time to time.

DEBIT CARDS

As part of the saving and current account offering Barclays Bank customers are offered debit cards. Saving account customers can opt out of the debit card offering.

For current accounts debit cards are offered only on specific customer request. No debit cards will be issued to customers availing loan, cash credit or overdraft facility.

Debit cards will be offered where overdraft facility has been provided along with Pradhan Mantri Jan Dhan Yojana accounts.

We provide the following facilities to our debit card customers:

- Free unlimited cash withdrawal through other Bank ATM
- Free transactions through Point of Sale (POS) machines at any Merchant Establishment
- Free Online Banking

All debit cards are EMV Chip based. Considering our clientele and card usage this level of advancement is considered adequate.

NRO Account customers are provided only domestic ATM cards for withdrawal of cash for domestic expenses.

International transactions are offered only for Platinum cards. Basis our risk perception these cards are offered to our Private Clients only.

We offer only physical plastic debit cards. We do not offer credit cards, prepaid cards, contact less debit cards, co-branded cards, non-physical debit cards, form factors and wearables.

The statement of account shall be provided to the customer as record of transactions carried out. SMS/Email notifications may also be sent where the customer has opted for these facilities.

There are no charges levied for issuance of debit card or debit card usage. Markup on foreign currency conversion will be charged.

Terms and Conditions for issuance and usage of debit cards will be in clear and simple English in a font size of Arial 12. In case specifically requested by the customer these terms and conditions will be explained in Hindi or the regional language of the state where the branch is located. We shall provide translations of the terms and conditions in Hindi and/or the regional language in case requested by the customer within 7 working days.

The Customer service and Grievance redressal mechanism of the Bank shall also cover customer service and grievances related to debit cards.

Compensation of any losses incurred by customer will as per the Customer protection and compensation policy. The Bank shall be liable to compensate the complainant for the loss of his/her time, expenses, financial loss as well as for the harassment and mental anguish suffered by him/her

for the fault of the card-issuer and where the grievance has not been redressed within 30 days to days to an amount limited to Rs. 5000 per complaint.

Types of debit cards

We are offering the following debit card products to our customers:

- 1) Classic Debit Card: This card has a daily transaction limit of INR 50,000. Only domestic transactions are offered.
- 2) Platinum Credit Card: This card has a daily transaction limit of INR 200,000. International transactions are also offered on this card.

The relevant business head may offer basis specific customer requirement a limit higher than the above limits on a case by case approval basis.

Review of Debit card usage

On a half yearly basis, debit card portfolio will be reviewed for card usage analysis including cards not used for long durations and the inherent risks therein. All debit cards issued for dormant accounts not transacting for more than 24 months will be closed. All international debit cards not used for international transactions in the previous 1 year will be blocked for international usage.

On specific customer requests the blocked status will be removed or a new debit card issued as appropriate.

Reporting of fraud and blocking of card

The following channels are available for reporting of any fraudulent activity in the customer account, debit card or loss of card.

- 1) Placing requests through Branches during branch customer hours
- 2) Through our 24X7 card hot listing and fraudulent activity reporting phone number
- 3) Writing an email to our mailbox

As we do not have mobile applications, option to block via SMS and IVR facilities, these channels cannot be provided to our customers. Our internet banking platform does not provide automated blocking of cards.

Cards will be blocked on receipt of the information on priority basis. Issuance of a new card as replacement will be made only on receiving the customer signed request.